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PTO-1082

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Case Docket No. 0075.0001

April 4, 2001

Express Mail Label No. EL821157442US

Dear Sir:

Transmitted herewith for filing is the patent application of

Inventor(s): A. Lee, P. Hao; H. Hsu; S. E. Sun; and T. Tseng
For: **METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENT**24033
09/26/01
04/04/01

Enclosed are:

- ☒ 22 No. of Sheets of Drawings Sheet(s) of drawings (☒ informal) + 0 extra copies;
☒ 34 pages of Application; 23 pages of specification, 1 page of abstract
☒ An assignment of the invention to Alorica Inc. (☐ Will follow.)
☐ An associate power of attorney.
☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.
☒ Declaration and Power of Attorney. (☐ Will follow.)
☐ Certified copy of Patent Application No. filed from which priority is claimed under 35 U.S.C. §119.
☐ IDS enclosed. ☐ with references.

CALCULATION OF FEES

	ITEM	NO. OF CLAIMS FILED MINUS BASE*	NO. OF CLAIMS OVER BASE	X SMLG ENTITY FEE	\$ AMOUNT	\$ FEE
A	TOTAL CLAIMS FEE	42 - 20* =	22	X \$9 or \$18	\$396	
B	INDEPENDENT CLAIMS FEE**	3 - 3* =	0	X \$40 or \$80	\$0	
C	SUBTOTAL - ADDITIONAL CLAIMS FEE (ADD FINAL COLUMN IN LINES A + B)					396
D	MULTIPLE-DEPENDENT CLAIMS FEE			SMALL ENTITY FEE = \$135; LARGE ENTITY FEE = \$270		\$0
E	BASIC FEE*			SMALL ENTITY FEE = \$355; LARGE ENTITY FEE = \$710		\$710
F	TOTAL FILING FEE (ADD TOTALS FOR LINES C, D, AND E)					\$1,106
G	ASSIGNMENT RECORDING FEE					\$40
	**LIST INDEPENDENT CLAIMS 1, 15, 29					

Please charge Dep. Acct. No. 50-0585 in the amount of

\$0

**A copy of this sheet is
enclosed.**

- ☒ A check in the amount of \$ 1,106 to cover the filing fee is enclosed.
☒ Check for \$ 40 covering the Recordation of Assignment fee enclosed.
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0585. **A copy of this sheet is enclosed.**
☒ Any additional filing fees required under 37 CFR 1.16.
☒ Any patent application processing fees under 37 CFR 1.17.
The Commissioner is hereby authorized to charge payment of the following fees during the pendency of this application or credit any overpayment to Deposit Account No. 50-0585. **A copy of this sheet is enclosed.**
☐ Any patent application processing fees under 37 CFR 1.17.
☐ The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b).
☐ Any filing fees under 37 CFR 1.16 for presentation of extra claims.

Respectfully submitted,

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